

VCE VET Information Technology Written Examination - November 2002

The format of the VCE VET Information Technology examination for 2002 will be modified to incorporate questions on all units for competency at Unit 3-4 level.

Three different examination papers will be produced:

- VCE VET Information Technology (Software Applications)
- VCE VET Information Technology (General)
- VCE VET Information Technology (Network Administration)

Each examination will consist of three sections. Sections A and B will consist of a items on competencies common to all three qualifications:

<i>ICAITD128A</i>	<i>Create user and technical documentation</i>
<i>ICAITS020B</i>	<i>Install and optimise system software</i>
<i>ICAITS031B</i>	<i>Provide advice to clients</i>
<i>ICAITU019B</i>	<i>Migrate to new technology</i>
<i>ICAITU126A</i>	<i>Use advanced features of computer applications</i>

Section A will consist of multiple choice questions based on the units of competence common to all three qualifications (approx 20 marks).

Section B will consist of a series of short answer questions also based on the units of competence common to all three qualifications (approx 50 marks).

Items in Sections A & B will be the same on all three examinations.

Section C will consist of items based on the competencies specific to each qualification, as detailed below (approx 20 marks).

- Students enrolled in VCE VET Information Technology (Software Applications) will have a section with questions relating to *ICAITU018A Develop Macros and templates for clients using standard products*.
- Students enrolled in VCE VET Information Technology (General) will have a section with questions relating to *ICAITU018A Develop Macros and templates for clients using standard products* and *ICAITS032A Provide Network Systems Administration*.
- Students enrolled in VCE VET Information Technology (Network Administration) will have a section with questions relating to *ICAITS032A Provide Network Systems Administration* and *ICAITS034A Determine and action network problem*.

Both the **Sample Examination Paper** (VCE Bulletin June 2001 Supplement 1), and the **VCE VET Information Technology examination paper November 2001** remain a reliable guide to the type of questions that will be asked in Sections A and B.

Examples of the types of questions to be asked in the revised Section C of each examination are provided on the following pages.

VCE VET INFORMATION TECHNOLOGY

Written examination – November

SECTION C – VCE VET INFORMATION TECHNOLOGY (SOFTWARE APPLICATIONS)

Questions based on Develop macros and templates for clients using standard products.

Instructions for Section C

Read the case study below and answer the following questions in the spaces provided.

Scarlett Johnson is employed by Seaside City Council in an IT Support role. The CEO of Seaside City Council has asked Scarlett to assist her colleagues to make the best use of the technology available to them for their day-to-day tasks. Scarlett has allocated time out of her busy schedule to observe, in three different departments, the way her colleagues are using the software programs necessary to accomplish their daily tasks.

- Joe Spiteri, in the Accounts Payable department, is using a spreadsheet package. He has a 17” monitor and is working on full screen. He frequently needs to move between full screen and split screen, using pull down menus. She notices also that he uses the vertical scroll bar to move to a part of the spreadsheet headed ‘Expenditure’. Expenditure is located many cells down the spreadsheet, and cannot be viewed on the monitor with his current work. This frustrates Joe as he wastes time relocating the cells that need to be adjusted with information.
- Damien Francis, in the Waste Management department, is using a report template. He needs to print part of the report to forward to his manager. He prints the whole report by pressing the Printer icon, discards the fifteen pages he does not need, then hands on the two pages that he does need. Scarlett enquired if this type of printing need was standard. Damien said that his manager only ever needed two pages of the seventeen page report in hard copy. The report is compiled fortnightly.
- In the Public Relations department, many staff members use a word processing package to produce correspondence. The correspondence takes on many forms and has no uniformity. It appears that most staff are not aware of the *Standards Guide* for all correspondence set up by Seaside City Council.

She also noted that most staff in the three departments used the application software at a general level.

Question 1

In general, how could macros better equip staff at Seaside City Council to go about their daily tasks?

2 marks

Question 2

How could macros assist Joe Spiteri improve his use of the spreadsheet package?

2 marks

Question 3

What modifications should Scarlett make to Damien Francis' report template?

2 marks

Question 4

List the steps you would follow to develop a template for a standard company letter.

5 marks

Question 5

a. Where should Scarlett store the macros and templates that she has modified so that all staff at Seaside City Council can access them easily?

b. These macros and templates have been designed for use by specific departments. Why is it important that all staff know where they are located?

1 + 2 = 3 marks

Question 6

How should Scarlett keep track of the changes she has made to any macros or templates developed?

1 mark

Question 7

Name **two** ways that Scarlett could ensure that the changes made are fully utilised by the staff.

2 marks

Question 8

Identify **three** training requirements needed for the staff at Seaside City Council.

3 marks

SECTION C – VCE VET INFORMATION TECHNOLOGY (GENERAL)

Questions based on the following competency standards:

- Develop macros and templates for clients using standard products
- Provide network systems administration

Instructions for Section C

Read the case study below and answer the following questions in the spaces provided.

Jude runs a wholesale car products company. The company has several departments, a Management Team and a Help Desk. There are fifteen PCs that are networked on a LAN and connected to a WAN. A great deal of confidential information is stored on the network.

Each department is required to use many pro-forma forms to go about their daily tasks.

- Administration uses a standard electronic letterhead, memo and fax form.
- Human resources has standard forms for employee records, timesheets and payroll.
- Sales uses Order and Purchase forms. It uses the main database to produce reports such as Total Sales, Best Selling Product and Best Customer.
- Marketing uses the main database to produce reports as required. Marketing also uses a desktop publishing package to create promotional flyers, catalogues of products, newsletters and Annual Reports.
- Finance uses Invoices, Delivery Dockets and Outstanding Invoice forms. It also runs all its accounting procedures using a database and a spreadsheet package.
- The Purchasing department uses the main database for Inventory control and reporting.
- The Help Desk produces training manuals and technical documentation, containing the technical details and specifications of the company. It also runs a database to log calls.

Other forms and documentation used by the company include Policy and Procedure Manuals, Mail register and Banking pro-formas.

Question1

Detail **three** ways to ensure that the company's system security is maintained.

3 marks

Question 2

What **two** business issues does the company need to consider in the design of a Disaster Recovery Plan?

2 marks

Question 3

Give **two** reasons why Jude needs to ensure the use of software is monitored on the network.

2 marks

Question 4

To meet standard business requirements, the Management team have decided that the company logo must appear in the header of each piece of documentation.

What other formatting and presentation issues need to be considered when creating templates?

5 marks

Question 5

Management is concerned with the efficient running of the company. A training session in macros has been conducted for the staff of the company.

- a. List **four** ways that a macro could be used in the company effectively for day-to-day procedures.

- b. How would you recommend the company document the macros?

4 + 1 = 5 marks

Question 6

In opening an email, a Marketing team member has come across a macro virus.

Outline a possible virus removal procedure.

3 marks

SECTION C – VCE VET INFORMATION TECHNOLOGY (NETWORK ADMINISTRATION)

Questions based on the following competency standards:

- Provide network systems administration
- Determine and action network problem

Instructions for Section C

Read the case study below and answer the following questions in the spaces provided.

The Busy Buses Touring Company is a local transport firm providing day trips and tours to local tourist attractions around town. They have a fleet of twelve buses, each equipped to seat forty-four adult passengers.

As its name suggests, Busy Buses is a company on the move, having lifted its turnover from \$1.2 million in 2001 to \$2.5 million in 2002. Employment of office staff has increased from twenty-five to thirty-five people in the last three years and it is looking to grow further over the coming year.

Busy Buses Touring Company have employed you to act as a Network Administrator. They have shown great foresight during their growth phase and have purchased a customised database package which will allow them to house the personal details of drivers, track their whereabouts and incorporate an on-line ticketing function via an Internet. All administrative staff depend on this database and require it to be running at peak performance at all times.

In selecting an appropriate network to set up, you need to consider whether a bus topology will be sufficient to meet the company's need to share information, or whether a star network would be more appropriate. The server will need to be powerful enough to accommodate such a large database.

In considering all of this information, management has asked you to respond to the following questions or queries which have come to them via staff meetings.

Question 1

- a. Explain how a network design impacts on the overall operation of a network.

- b. What **three** factors should be considered when designing a network for Busy Buses Touring Company?

2 + 3 = 5 marks

Question 2

- a. What security issue do you have to consider in order to protect the LAN at Busy Buses Touring Company from unauthorised access?

- b. List **four** strategies you could employ to ensure the integrity of passwords.

1 + 4 = 5 marks

Question 3

What **two** diagnostic tests could be performed to check for illegal software on the network at Busy Buses?

2 marks

Question 4

The disaster recovery plan at Busy Buses Touring Company needs to be re-assessed. You formulate the table below as part of a risk assessment. Management has asked you to prioritise the items in some way.

- a. Using the 'Priority' column, list the items from 1–5; 1 as a low priority and 5 as a high priority.

Risk item	Possible damage	Severity	Recovery time	Priority
Theft	Loss of data	High	5 days	
Accidental damage	Cabling, keyboard replacement	High	3–7 days	
Flood	Water damage, components short out	Moderate	4 days	
Power surge	Components short out	High	2 days	
Fire	Smoke damage, hardware burnt	Moderate–High	9 days	

- b. Explain why you chose the risk item to be ranked as the highest priority.

1 + 2 = 3 marks

Question 5

- a. Describe **one** way in which a help desk log assists a Network Administrator?

- b. Busy Buses' help desk log looks like the one below.

Problem	Action
Geoff Nguyen's PC taking too long to open requested files in Excel	Check software

It has been noted that the help desk log does not provide enough detailed information to allow management to effectively monitor problems in order to make future decisions.

Suggest **two** changes that should be made to the log book to provide greater detail. Give reasons for your answer.

1 + 4 = 5 marks